

105010/25/01

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: UTILITIES CUSTOMER COMMUNICATIONS SPECIALIST

DEFINITION

Under general supervision, to conduct energy and water-related workshops and public presentations; to disseminate energy and water-related materials; and to do related work as required.

REPORTS TO:

SUPERVISION RECEIVED AND EXERCISED

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Answers inquiries concerning energy and water use and departmental activities and programs.
- Contacts individuals and groups to arrange for presentations and workshops.
- Conducts training and informational workshops and presentation on energy and water-saving opportunities, water and energy use, departmental activities and programs.
- Conducts background research and prepares a variety of reports and correspondence.
- May assist in planning and evaluating public information and education programs and procedures.
- Assists in the planning and preparation of a variety of informational and educational materials.

QUALIFICATIONS

Knowledge of:

- Concepts and practices of communication, education and information dissemination.
- Basic principles and practices of energy management.

Ability to:

- Gather and organize information.
- Use a variety of audio-visual and photographic equipment.
- Speak convincingly and effectively in public and before groups.
- Relate effectively to people of all ages and from a variety of ethnic and racial backgrounds.
- Work weekends and evenings as required.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelors degree from an accredited college or university with major course work in communications, education, English, journalism or other discipline which emphasizes communication and information dissemination.

Experience: One year of experience in teaching consumer science or related field. Or dissemination of variety of energy conservation information.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of or ability to obtain an appropriate, valid California motor vehicle operators license.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Utilities Customer Communications Specialist

TO: